

Case 2005323

Acct# :
Name : Mr. Victor Olney
Address: 7 Stuyvesant Oval
Apt. 11 - B
New York, NY 10009

Home Ph: 212-674-6179
Work Ph: - -

Date Occurred: 00:00
Date Received: 02/22/95 13:11
Date Closed : 02/22/95 13:16

When Referred :
Referral Resp Due :
Referral Resp Recd :

Letter Code:

DM	T&D	REP
1224	04	
1225		
1226		
1229		
1230		
PTC	SAM	
ROM	PA	SC
RM	PC	MC
1240	1242	SAM

Check Amount : \$ 0.00
Coupon Amount: \$ 0.00

Certif. Mail : N

D.O.B. :
Age :

Initial Representative : B. Toney
Last Representative : A. Lewis
Method of Contact : call
Type of Contact : Complaint
Type of Customer : RJR Smoker
Product Brands : Winston
Promotions : No Entry
Reason for Contact : Paid Sales Tax on Free Product With Purchase
Priority : No Entry
Action Taken : resolved referred no further crd followup
Referred To : ~~Fulfillment House~~ DM
Store Type/Class of Trade : No Entry
Root Cause : No Entry
Source of Contact : No Entry
Survey : Yes
Satisfaction Tracking System : Audrey Lewis
Promo Type : No Entry
Contact by Family : Winston
Fulfillment House : No Entry
Plant : Tobaccoville
Sales Divisions : 1224 - Manhattan

Type: C Representative: B. Toney

In Date: 02/22/95 13:13 Due Date:

00:00 Done Date:

00:00

Desc:

Who:

consumer is very upset that the retailer he purchases cigs from is selling complimentary packs and raising the price on the buy 2 get 1 free offers. he is not only doing this to our product but to other tobacco co, also. he has already contacted them. this guy is really upset and is threathning to go to his local and state governement on this issue,. advised consumer that i too would pass along this

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information to the dm in his area.

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Type: C Representative: A. Lewis

In Date: 02/24/95 12:40 Due Date:

00:00 Done Date:

00:00

Desc:

Who:

called back today said he gave the wrong address to the rep the last time he called the name of the store was Sam's smoke shop 338 1st st New York, NY advised i would make the change today.

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